

IN THE DRAWINGS

Please be advised that copies of formal drawings will be submitted to the draftsman upon receiving a notice of allowability.

IN THE CLAIMS

CLEAN COPY OF CLAIMS

Claims 1, 6, 7, 8, 9, 14, 19, 20, 21, 22 and 27 have been amended. A clean copy of the claims is provided below. A marked up version of the claims follows the clean copy.

1. (Amended) A method of processing customer interaction records within a customer interaction system, the method including:

receiving an interaction record including interaction information describing a customer interaction;

identifying a cumulative record to which the interaction record contributes; and

modifying the cumulative record to reflect the interaction information contained within the interaction record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the cumulative record is modified to reflect the interaction information contained within the interaction record.

2. (Unamended) The method of claim 1 wherein the identification of the cumulative record is made utilizing time information included within the interaction information of the interaction record.

3. (Unamended) The method of claim 1 wherein the identification of the cumulative record is made utilizing data type information included within the interaction information of the interaction record.

4. (Unamended) The method of claim 1 wherein the identification of the cumulative record is made utilizing source information identifying a customer interaction system on which the customer interaction described by the interaction information occurred.

5. (Unamended) The method of claim 1 wherein the identification of the cumulative record includes constructing a key, utilizing the interaction information, that is mapped to the cumulative record.

6. (Twice Amended) The method of claim 1, wherein the cumulative record is identified from among a plurality of cumulative records, each of the plurality of cumulative records comprising a row of a result set that includes a plurality of columns, each column specifying the data operation that determines how the cumulative record, including the entry corresponding to the relevant column, is modified to reflect interaction information contained within the interaction record.

7. (Twice Amended) The method of claim 1, wherein the interaction information included within the interaction record comprises a plurality of information items, and the modifying of the cumulative record comprises performing the data operation with respect to processed information items included within the cumulative record, the processed information items corresponding to at least one information item included within the interaction record.

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Amended

8. (Amended) The method of claim 7, wherein the cumulative record comprises a plurality of processed information items, each of the processed information items being assigned to a respective column within a result set constituting a plurality of cumulative records, each of the respective columns of the result set having the respective data operation associated therewith.

9. (Amended) The method of claim 8, wherein the data operation associated with a respective column comprises any one of a group of operations including a sum operation, a "count if" operation, a copy operation, and a "replace if" operation.

10. (Unamended) The method of claim 1 wherein the cumulative record contains interaction information derived from a plurality of interaction records for a predetermined time period.

11. (Unamended) The method of claim 10 wherein the cumulative record is stored within a database as part of a summarization record of customer

interactions over the predetermined time, the summarization record comprising a plurality of cumulative records.

12. (Unamended) The method of claim 1 wherein the interaction information includes any one of a group of information items comprising source, data, time, call segment, response time, wait time, queue time, hold time and talk time.

13. (Unamended) The method of claim 1 wherein the customer interaction system comprises any one of a group of systems including an automatic call distributor, an e-mail server, a web server, a computer telephony integration server and an interactive voice response server.

14. (Twice Amended) A process for processing customer interaction records within a customer interaction system, of the process including:

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a first process to receive a first record including interaction information describing a customer interaction and to identify a cumulative record to which the first record contributes; and

a second process to modify the cumulative record to reflect the interaction information contained within the first record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the second process modifies the cumulative record to reflect the interaction information contained within the interaction

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record.

15. (Unamended) The process of claim 14 wherein the first process identifies the cumulative record utilizing time information included within the interaction information of the interaction record.

16. (Unamended) The process of claim 14 wherein the first process identifies the cumulative record utilizing data type information included within the interaction information of the interaction record.

17. (Unamended) The process of the claim 14 wherein the first process identifies the cumulative record utilizing source information identifying a customer interaction system on which the customer interaction described by the interaction information occurred.

18. (Unamended) The process of claim 14 wherein the first process constructing a key, utilizing the interaction information, that is mapped to the cumulative record to identifying the cumulative record.

19. (Twice Amended) The process of claim 14, wherein the first process identifies the cumulative record from among a plurality of cumulative records, each of the plurality of cumulative records comprising a row of a result set that includes a plurality of columns, each column specifying the data operation that determines how the cumulative record, including the entry corresponding to the relevant column, is modified to reflect the interaction information contained within the interaction record.

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20. (Twice Amended) The process of claim 14, wherein the interaction information included within the interaction record comprises a plurality of information items, and the second process modifies the cumulative record by performing the data operation with respect to processed information items included within the cumulative record, the processed information items corresponding to at least one information item included within the interaction record.

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21. (Amended) The process of claim 20, wherein the cumulative record comprises a plurality of processed information items, each of the processed information items being assigned to a respective column within a result set constituting a plurality of cumulative records, each of the respective columns of the result set having the respective data operation associated therewith that constitutes part of the second process.

22. (Amended) The process of claim 20, wherein the data operation associated with a respective column comprises any one of a group of the operations including a sum operation, a "count if" operation, a copy operation, and a "replace if" operation.

23. (Unamended) The process of claim 14 wherein the cumulative record contains interaction information derived from a plurality of records for a predetermined time period.

24. (Unamended) The process of claim 23 including a third process that stores the cumulative record within a database as part of a summarization record of customer interactions over the predetermined time, the summarization record comprising a plurality of cumulative records.

25. (Unamended) The process of claim 14 wherein the interaction information includes any one of a group of information items comprising source, data, time, call segment, response time, wait time, queue time, hold time and talk time.

26. (Unamended) The process of claim 14 wherein the customer interaction system comprises any one of a group of systems including an automatic call distributor, an e-mail server, a web server, a computer telephony integration server and an interactive voice response server.

27. (Amended) A machine-readable medium that stores a sequence of instructions that, when executed by a machine, cause the machine to perform a method of processing customer interaction records within a customer interaction system, the method including the steps of:

receiving a record including interaction information describing a customer interaction;

identifying a cumulative record to which the first record contributes; and

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modifying the cumulative record to reflect the interaction information contained within the first record, wherein the cumulative record includes a plurality of entries, and wherein each entry of the cumulative record is associated with a data operation that determines how the cumulative record is modified to reflect the interaction information contained within the interaction record.
